

Business.gov Monthly Update – November 2005

Making it Easier for Business to Do Business

Feedback from Businesses

“I just thought it was very informative, and like I said before, my wife has started a small business, and she really could have used it.”

–Senior Manager, NYC

“For its purposes, I think it’s very well done [...] it’s more educational [...] I think it’s a great starting point [...] if they keep building into it, I think it makes it even better.”

–Senior Manager, NYC

MONTHLY STATS

Customer Satisfaction Score (Sept. – Early Nov.): 76
(government benchmark is 71)

Hours Saved: *Coming Soon*

Unique Visitors (October): 268,010 (9% increase since previous month)

Quality of Search (Sept. – Early Nov.): 79 (government benchmark is 71)

Broken Links: *Coming Soon*

UPCOMING EVENTS

Monthly Advisory Group Meeting:

Wednesday, December 14, 2005
1:00 – 2:30 pm
SBA, 2nd Floor Eisenhower Room

Governance Board Meeting:

Wednesday, December 21, 2005
1:00 – 2:30 pm
SBA, 2nd Floor Eisenhower Room

November Accomplishments

The Business.gov (BG) team continues working toward site enhancements for the site’s re-launch in September 2006. The first two months of FY06 already saw tremendous progress toward that end. The BG team:

- Scheduled November 17th meeting to discuss Q2 FY06 PMA scorecard data call for agencies’ compliance content. This data call purpose is to ultimately improve the content on Business.gov.
- Reviewed wire-frames for Business.gov’s revised look-and-feel at the Advisory Group meeting on Nov. 9th (meeting details below)

Ongoing Activity

Other ongoing activity as the BG team work toward launching a fully integrated portal by the end of the fiscal year includes the following:

- Complete a concept of operations (CONOps) for COMPASS
- Identify scale-able data harmonization opportunities; *please send any leads for opportunities to shivani.desai@sba.gov and brad.pantuck@sba.gov.*
- Work with OMB and Ombudsman to coordinate the SBPRA annual data call process and improve information quality.

Technical Update

BG’s technical team is in the process of compiling a consolidated requirements analysis that includes search, portal, COMPASS, and content management requirements.

PMA FY06 Q1 Reminder

Partner agencies should be reminded of the upcoming OMB milestones for their PMA scorecards:

- **Content management:** establish a process within the agency to coordinate business content dissemination and updates to BG. *Please send the process (using the provided template or your own) by COB 11/21/05.*
- **Forms Catalog:** enter all required content in Forms Catalog; establish process for maintaining forms content. *ALL agencies are GREEN for this milestone.*
- **Data Harmonization:** Establish Coal Mining Vertical process. *All relevant agencies (DOI, DOL, and SBA) are GREEN.*

Budget Update

The BG team distributed language for agencies to use in their congressional justifications (in response to the Commerce Justice bill, HR 2862). As of 11/16/2005, a Conference report was agreed to in Senate.

Early this month, the BG team circulated a final version of the MOUs for agency signature.

CONTACT INFORMATION

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